



ACCESSIBLE INFORMATION STANDARD

Information for Patients

Introduction

The Accessible Information Standard (AIS) was agreed on 24th July 2015 and all organisations who provide NHS or adult social care must follow the AIS by 31st July 2016.

The Accessible Information Standard is to make sure that patients who have a disability, impairment or sensory loss have access to information they can understand and any communication support they might need, to enable patients to make decisions about their health and wellbeing, and about their care and treatment; self-manage conditions; access services appropriately and independently; and make choices about treatments and procedures including the provision or withholding of consent.

The Accessible Information Standard also tells organisations how to support people's communication needs, for example, by offering support from a British Sign Language (BSL) interpreter or an advocate.

There are **FIVE** things which the NHS and Adult Social Care organisations must do:



This is what we will do:

- Newly registered patients will be asked at the point of registration through the Practice New Patient Registration Pack.
- Existing patients will be opportunistically asked.
- Any communication needs will be added to patients' medical record.
- Patients can complete a form via the Practice website and electronically return to us at our generic email address.

Brockwood Medical Practice

Your Accessibility Needs

We want to get better at communicating with our patients. We want to make sure you can read and understand the information we send you. If you find it hard to read our letters or if you need someone to support you at appointments, please let us know.

Your Details

Title	<input type="text"/>	*	Surname	<input type="text"/>	*
Date of Birth	<input type="text" value="dd/mm/yyyy"/>	*	First names	<input type="text"/>	*
Home Address	<input type="text"/>		Home Tel	<input type="text"/>	*
Postcode:	<input type="text"/>				

Please tell us what communication requirements you have (eg. braille, large print, etc)

Resources we use:

1. A translation service including BSL sign language.
2. The Practice website has a page added called Accessibility Information. From this page patients can change their view of the website, i.e. large font, colour, etc., and obtained access to other services that we are continually adding to, such as easy read format leaflets - **www.easyhealth.org – leaflets.**
3. My Web My Way – making the web easier to use. Explains the many ways you can change your browser, computer, keyboard and mouse settings to make the web more accessible. <http://www.bbc.co.uk/accessibility/>
4. We have a hearing loop in place at each site.

Further information for patients and their carers can be found at:

<https://www.england.nhs.uk/ourwork/patients/accessibleinfo/>

From this website, information is available about the Standard in audio, British Sign Language video and easy read formats, as well as Word and PDF documents. Information can also be requested in any of these formats, as well as in large print or braille, by emailing or telephoning 0113 825 3002. Alternatively, written requests can be made to NHS England and correspondence should be sent to Accessible Information Standard, NHS England, 7E56 Quarry House, Quarry Hill, Leeds, LS2 7UE.

A number of voluntary sector organisations, including Action on Hearing Loss, CHANGE, the RIB, Sense and SignHealth have published information about the Standard, including that aimed at patients and carers. Over the coming months, NHS England will be working with partners to make available additional information which is aimed at explaining the Standard to patients and carers.